

# CHAPTER 2

## EQUAL ACCESS FUND PROJECTS, SERVICES, AND EVALUATION

### Introduction

This chapter describes the services provided by Equal Access Fund projects and the populations served, and assesses the impact of those services. The chapter provides data on budgets for the grant period from October 1, 2003 through September 30, 2004, reports on case services and other matters completed during the first six months of that period, and reports on evaluations provided by the projects (see also Appendix D, Methodology).

Most grants (90 percent) are given to nonprofit legal aid providers who incorporate the money into one or more specific projects. Occasionally these grants fund an entire project, but more typically the funds are combined with money from other sources. These projects enable the provider to develop new types of service or focus on particular unmet legal needs or underserved low-income populations. A description of each of the projects is found in Appendix B, Equal Access Fund Projects.

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*At age 61, Hung suffered a stroke and had emergency surgery. He was then mistakenly billed for education and training rehabilitation benefits. Because he could not understand the bill and could not pay, the account was sent to collection. Advocates discovered that Hung had not received any education or training, and that the hospital had erred in coding the bill. The hospital withdrew its charges and the collection matter ceased.*

### 1. Types of Legal Needs Addressed

The most common legal needs addressed by Equal Access Fund supported projects are housing, family law, individual rights, and income maintenance (see Chart 2). Specific examples showing how projects meet some of those needs are presented below.

Peter bought and financed a new car. After a year, his financial circumstances changed, and he missed car payments. A repossession agent learned Peter had AIDS and threatened to expose his condition to Peter's family and friends. Advocates were able to halt these illegal collection practices and prevent further breaches of Peter's privacy rights. The repossession agent was fired and the car company has adopted new policies, agreeing to never again ask for, store, or misuse individuals' HIV-related information.

Chart 2  
Number of Projects Addressing Legal Need

| Type of Need Addressed              | Number | Percent |
|-------------------------------------|--------|---------|
| Housing                             | 46     | 28%     |
| Family                              | 44     | 27%     |
| Individual rights <sup>11</sup>     | 39     | 24%     |
| Income maintenance <sup>12</sup>    | 41     | 19%     |
| General (no special areas targeted) | 27     | 16%     |
| Health                              | 24     | 15%     |
| Consumer/Finance                    | 21     | 13%     |
| Employment                          | 17     | 10%     |
| Education                           | 12     | 7%      |
| Juvenile                            | 8      | 5%      |
| Other legal needs <sup>13</sup>     | 18     | 11%     |

Total number of projects = 164. Percentages do not total 100 since some projects address more than one legal need. Source: Project budgets 2003–2004.

## Housing

Some examples of the varieties of legal assistance provided in the area of housing follow.

*Increasing the supply of low-income housing.* Central California Legal Services' Housing Rights Project in Tulare County seeks to protect and increase housing for low-income residents in a county in which nearly one-quarter of the population lives below the federal poverty line. During its first six months, the project opened 263 new housing cases relating to real property ownership, landlord-tenant disputes, unlawful detainer actions, and issues with federally subsidized housing. Community outreach and legal education efforts provided information to large numbers of low-income, monolingual Spanish-speaking individuals who "had little or no knowledge of their housing rights under California law."

<sup>11</sup> "Individual rights" refers to immigration, naturalization, mental health, prisoner's rights, rights of the physically disabled, and other individual rights.

<sup>12</sup> "Income maintenance" refers to CalWORKs, TANF, Food Stamps, Social Security, SSI, Unemployment Compensation, Veterans' Benefits, Workers' Compensation, CAPI, or other income maintenance.

<sup>13</sup> "Other legal needs" refers to incorporation, corporate dissolution, Indian and tribal law, license (auto and others), torts, wills, estates, and other.

*Protecting the homes of seniors.* To protect vulnerable seniors from losing their homes due to fraudulent second mortgage lenders or unscrupulous relatives, the Senior Citizens Legal Services Elder Abuse Prevention project works to preserve homes, if possible, and recover lost funds. The project used a range of services, from limited assistance to litigation, to bring to closure 19 cases during the first six months, representing a total benefit of \$80,000 to the clients.

*Creating homes for former foster youth.* The Smart Growth Through Affordable Housing project made use of a Legal Aid Foundation of Los Angeles attorney to assist a local effort to build a transitional housing facility for youth released from the foster care system with no place to go. The facility recently opened with 16 beds, and that same attorney is currently working with the local nonprofit group to acquire property for a second house that will house another 16 former foster children.



## *Family Law*

In the area of family law, domestic violence prevention and guardianship assistance are frequently addressed issues.

*Protecting low-income minority women from abuse.* During the first six months of the year, the Domestic Violence Prevention Project of Bay Area Legal Aid provided direct legal service to 380 people who were seeking restraining orders against their abusers in six San Francisco Bay Area counties. Most of the project's clients are women, and the majority of them are Latina, African-American or Asian-American. Another 1,261 individuals received self-help assistance in preparing and filing their own restraining order actions. In San Francisco and Alameda Counties, the project worked with city administrators and officials to revise policies, enhance enforcement efforts, and protect funding for services that provide critical support to victims of domestic violence.

*Self-help guardianship assistance.* The Public Service Law Corporation of the Riverside County Bar's Guardianship Assistance Project has successfully developed a method to help self-represented litigants initiate and complete the complex guardianship process, thereby helping families protect their vulnerable relatives from abuse. It does this by providing contract attorneys to assist clients with filing and prosecution of their guardianship actions. Clients are able to talk with an attorney at any time during the process. An attorney is present during the guardianship hearings in court to assist with any difficulties, and, should legal complexities arise, arrangements can be made for full representation. Follow-up interviews showed that 54 of the 72 clients

helped during the six-month reporting period had guardianships granted or were waiting for a hearing. Only four petitions were denied.

### *Individual Rights*

Individual rights covers a wide range of issues from immigration to the well-being of people with disabilities. One common area concerns the treatment of individuals in institutions, whether there for treatment or rehabilitation.

*Protecting the rights of incarcerated youth.* The Children's Rights Clinic/Whittier Law School, General Children's Advocacy Clinic seeks to protect children who are in non-parental custody situations, such as the juvenile dependency or delinquency systems. The project, in part, provides counsel, advice, and on-going support for youth in institutions regarding issues such as the use of pepper spray on children or services available to them while in custody. The project has resolved 50 juvenile hall-based cases during the six-month reporting period (exactly one-half of the full year's goal).

After recovering from a grave illness, 88-year-old Rosa agreed to sell her home and give her granddaughter Jenny the proceeds. A new home was to be purchased, where Rosa would be cared for by Jenny. Rosa's name did not appear on the title to the new home and there was no written agreement. After 18 months, Jenny began to treat Rosa badly. Jenny threatened to evict Rosa by putting her in a taxi and sending her off. Advocates filed an elder abuse lawsuit and Rosa recovered her funds. Now, Rosa lives in a safe environment with her funds available for her personal needs.

In addition to looking at the priorities of projects regarding the types of legal issues legal aid providers are prepared to address, it is important to look at the types of services they actually provide (Chart 3). Legal aid providers do a vast range of work, from brief service to extensive major litigation, from public education seminars to community economic development. This makes it challenging to measure the volume of work. Two measures are widely used by government funders—notably the federal Legal Services Corporation and state entities like the Legal Services Trust Fund Program. Providers reported the number of "cases closed" and the number of "matters" completed during the reporting period. A "case" is the provision of legal assistance to an eligible client (or group of clients) with a legal problem or a closely associated set of legal problems. A case is considered "closed" once legal assistance has ceased and is not likely to resume. Cases include legal advice and brief service as well as much more extensive assistance. "Matters" cover those activities legal aid providers engage in that do not involve giving legal advice, representation, or referrals to clients. They include such things as legal education workshops and the distribution of legal education and self-help materials.

The number of cases closed by projects during the study period<sup>14</sup> shows that, across all projects, the relative emphasis on a particular legal need is consistent with the number of cases actually handled in that area (*Compare Chart 2 with Chart 3*). For example, 28 percent of the projects planned to address housing issues and 27 percent of the cases closed during the study period concerned housing needs. Projects were evenly split between those providing case services to one type of legal problem (55 percent) and those providing them to more than one case type, with over one-quarter of all projects providing services in five or more legal problem areas.

Chart 3  
*Number of Cases Closed by Legal Need*  
October 1, 2003, to March 31, 2004

| Type of Legal Need               | Number | Percent |
|----------------------------------|--------|---------|
| Housing                          | 7,505  | 27%     |
| Family                           | 6,944  | 25%     |
| Income maintenance <sup>15</sup> | 2,951  | 11%     |
| Consumer/Finance                 | 1,789  | 6%      |
| Employment                       | 1,663  | 6%      |
| Individual rights <sup>16</sup>  | 1,605  | 6%      |
| Juvenile                         | 1,310  | 5%      |
| Health                           | 1,255  | 5%      |
| Other legal needs <sup>17</sup>  | 2,092  | 8%      |
| Not reported                     | 501    | 2%      |

Total number of projects reporting = 94. Source: Report on Project Results, October 1, 2003, to March 31, 2004.

In addition to addressing the specific legal needs of their clients, many projects also have a goal of addressing larger, more systemic problems faced by low-income people. By far the biggest category is the effort to serve the special needs of underserved groups of clients. Such a group

*A Mandarin speaking immigrant, Wei worked as a cook 10-12 hours a day in a kitchen. He never received overtime, rest or meal breaks, and though he worked more than 60 hours a week, he was never paid for more than 40. Wei tried to bring a wage claim to the Labor Commissioner, but he could not communicate in English. He contacted legal aid attorneys, who represented him at his labor hearing. Wei was awarded \$25,000 for unpaid overtime and vacation. Wei is glad to be a role model for workers in substandard conditions, encouraging them to step forward despite fears of retaliation.*

<sup>14</sup> October 1, 2003, through March 31, 2004.

<sup>15</sup> "Income maintenance" refers to CalWORKs, TANF, Food Stamps, Social Security, SSI, Unemployment Compensation, Veterans' Benefits, Workers' Compensation, CAPI, or other income maintenance.

<sup>16</sup> "Individual rights" refers to immigration, naturalization, mental health, prisoner's rights, rights of the physically disabled, and other individual rights.

<sup>17</sup> "Other legal needs" refers to non-profit incorporation, corporate dissolution, Indian and tribal law, license (auto and others), torts, wills, estates, and other.

*A legal services office worked with the local housing authority to amend its housing rules to assist domestic violence victims. Previously, an abuser could take a victim's rent money, destroy property, or force the victim to flee from an apartment, and then leave the victim to face the consequences of eviction, damages owed, or loss of a unit based on abandonment. Now, the housing authority affirmatively takes abuse into account prior to taking any action adverse to a domestic violence victim. The legal aid attorneys are seeking to expand this policy to other housing authorities in the region.*

might include, for example, Vietnamese-speaking communities, low-income people in rural areas, or teen mothers. Efforts to serve underserved groups like these and others were reported by 46 percent of the projects. Of course, given the large unmet need among low-income clients, virtually all projects can be said to serve underserved populations. Other systemic issues addressed include housing and homelessness (22 percent of projects), domestic violence (13 percent), access to health care and the prevention of illness or injury (12 percent), and community economic development (5 percent).

## 2. Range of Services Provided

Projects provide a range of legal services, with advice or brief service most common (Chart 4).

Chart 4

*Types of Services Provided by Projects*

| Type of Service   | Number | Percent |
|---|--------|---------|
| Advice or brief service                                       | 85     | 52%     |
| Community legal education, outreach, and other community work | 66     | 40%     |
| Full legal representation                                     | 64     | 39%     |
| Administrative representation                                 | 38     | 23%     |
| Direct training or support for advocates and other staff      | 36     | 22%     |
| Production of advocacy training or resource materials         | 35     | 21%     |
| Referrals   | 34     | 21%     |
| Assistance to self-represented litigants                      | 31     | 19%     |
| Administrative or legislative advocacy                        | 25     | 15%     |
| Nonlitigation advocacy and project development                | 13     | 8%      |
| Investigation and enforcement of regulations or court orders  | 9      | 5%      |
| Litigation support and co-counseling                          | 7      | 4%      |
| Interpreter services  | 5      | 3%      |
| Other   | 8      | 5%      |

Total number of projects = 164. Percentages do not total 100 since some projects provide more than one type of service. Source: Project budgets 2003–2004.

The majority of cases were closed after counsel and advice. Projects reported that of the 27,600 cases closed during the six-month reporting period, 47 percent were closed after counsel and advice, 25 percent were closed after brief service, 10 percent were closed after settlement or decision, and 5 percent were referred (the type of service on the remaining 13 percent of cases was reported as Other or Unknown).

The range of case services provided varied by case type. Almost three-fourths (72 percent) of housing cases were closed after receiving counsel and advice, while only one-third of family cases were closed after counsel and advice. Family cases were more likely (52 percent) to be closed after brief service. The case category most likely to be referred was juvenile, with 33 percent of all juvenile cases closed after referral. Income maintenance cases were the most likely to be closed after a settlement or decision. Examples follow of the range of services provided.

*Counsel and advice.* The Inland Counties Legal Services Client Services Center is a hotline project that provides primarily counsel and advice via the telephone to its widely dispersed, often rural, clientele in Riverside and San Bernardino Counties. During the reporting period, the center assisted 1,375 low-income callers, mainly with landlord-tenant problems and divorce issues, providing a benefit to over 4,000 affected family members. As with many other hotline projects, additional help was available as needed, with the project itself representing clients in some 40 court matters where decisions were reached during the first half of the grant year.

*Brief service.* In response to the increasing number of girls entering the juvenile justice system, the Legal Services for Children Young Women Empowerment Project seeks to provide comprehensive help for troubled girls with complex and overlapping legal and social service issues. Brief assistance (as well as advice and representation if needed) is given regarding issues of domestic violence, paternity/child support and child custody (for teen mothers), guardianship, foster care, emancipation, public benefits, education, health care, and employment. Thus far, the project has helped 90 percent of its clients achieve legal results that stabilize their situations (exceeding their goal of 75 percent).

*Referrals.* Referrals are another important service provided by projects (Chart 4). There are many reasons a project might refer a case to another organization. The case may not be within the priorities or resources of the project, in which case referral to a more suitable

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*A disabled mother of two, Veronica lives 75 miles from the nearest legal aid office. Her new landlord had agreed to make repairs but failed to follow through. She called the legal services hotline to ask for housing advice. Veronica was advised of her rights as a tenant, and received information on small claims court process. Because of the hotline, Veronica was successfully able to receive legal services in a remote rural area.*

source of help is appropriate. Another common reason, as illustrated below, is that the client's situation calls for services from several very different types of providers. This is true in many instances of domestic violence.

The Domestic Violence Law Project of the Harriett Buhai Center for Family Law in Los Angeles has formed close working relationships with a local family crisis center and a local child advocacy agency that addresses the needs of abused children and troubled families. In addition, contacts with the local jail and sheriff's department provide a needed source of law enforcement referrals. Taken as a whole, these relationships enable the project to help its clients attend to all their needs (shelter, counseling, child care, protection) in addition to helping them obtain domestic violence restraining orders.

While the numbers of cases resolved by court decisions or negotiation are necessarily smaller, most projects provide some form of this assistance or make arrangements to provide it.

*Full legal representation.* Bet Tzedek Legal Services Housing Law Project in Los Angeles provides several levels of service resulting in final decisions about cases: negotiation and settlement, individual court decisions, multiple client court decisions, and enforcement actions. The grant enabled this project, in part, to hire a new senior attorney who litigated 40 housing cases during the six-month study period, obtaining 39 favorable verdicts. The project is also involved in several large pieces of litigation, one of which settled during this period and resulted in 125 low-income apartments being renovated—thereby providing safe, habitable housing for hundreds of low-income tenants.

An elderly Farsi speaking client, Atour was denied an apartment rental because his credit record showed an outstanding medical bill. Advocates ascertained that since Atour has both Medicare and Medi-Cal coverage, his bills should be fully covered. The provider agreed to bill Medicare and Medi-Cal and cancel the negative credit entry. The advocate also contacted the apartment manager where Atour wished to live, and Atour was able to rent the apartment he badly needed.

### 3. Types of Clients Served

Based on reports of the characteristics of clients served, most of the people receiving case-related services (72 percent) from Equal Access Fund grantees are between the ages of 18 and 59. Seniors, who make up 6 percent of all persons in poverty in California, make up 13 percent of the clients served, while juveniles under 18 make up 9 percent.<sup>18</sup>

<sup>18</sup> Total projects reporting = 107. Percentages do not add up to 100 because the age of some people was not recorded. Source: Report on Project Results, October 2003 to March 2004.



The ethnicity of project clients generally mirrors the ethnicity of low-income persons in California. Thirty two percent of the clients are Hispanic, 30 percent are White, and 20 percent are Black. Those percentages drop considerably for Asian/Pacific Islanders, who constituted only 4 percent of the clients, and Native Americans who made up 1 percent. This may indicate a continuing need to focus on underserved Asian/Pacific Islanders and Native Americans, as a number of projects are already doing, since they represent approximately 11 percent of all adults in poverty in California. Women make up the majority of project clients (63 percent), while men account for 34 percent.<sup>19</sup>

A different look at the specific groups of people served by the projects is provided in Chart 5, which shows the priorities projects described in their budget proposals. It indicates how projects try to focus on particular needs and characteristics of clients. While some projects serve all income-eligible clients within their service area, many others focus their work on specific subgroups of that client base. The most commonly reported focus of projects (30 percent) is service to those who speak limited or no English. Other populations that receive a relatively large amount of attention are senior citizens (20 percent), persons with disabilities (17 percent), and immigrants (16 percent). One-fifth (21 percent) of the projects said they serve anyone who is income-eligible—though it should be noted that projects usually limit the legal need addressed and the type of service provided. Another 21 percent of projects—often those run by nonprofit legal aid support centers - primarily provide assistance to other legal aid providers.



<sup>19</sup> Total projects reporting = 107 projects. Percentages do not add up to 100 because the gender of some people was not recorded. Source: Report on Project Results, October 2003 to March 2004.

Carlos, a farm worker in rural California, was ordered to eat dozens of unwashed, pesticide-sprayed grapes every day to test for sweetness and ripeness. Along with his co-workers, Carlos experienced serious side effects from this job requirement, including nausea, headaches, stomachaches, weakness, and numbness of the lips. Legal aid attorneys took Carlos' employer to court, and the grower agreed that its 1300 employees should no longer be required to taste grapes as part of their employment agreement.

Chart 5  
*Specific Client Populations Served by Projects*

| Client Population                       | Number | Percent |
|---|--------|---------|
| Non-English or limited English speaking | 50     | 30%     |
| General income-eligible client          | 34     | 21%     |
| Seniors                                 | 32     | 20%     |
| Mentally or physically disabled         | 28     | 17%     |
| Immigrants                              | 27     | 16%     |
| Low wage workers                        | 22     | 13%     |
| Children                                | 20     | 12%     |
| Families                                | 18     | 11%     |
| Rural residents                         | 12     | 7%      |
| Facilities residents <sup>20</sup>      | 12     | 7%      |
| Migrant farmworkers                     | 10     | 6%      |
| Homeless                                | 9      | 5%      |
| Other populations served                | 19     | 12%     |

Total number of projects = 164. Percentages do not total 100 since some projects serve more than one type of client population. Source: Project budgets 2003–2004.

Two of the greatest types of need regarding language assistance in California center around communities from East and Southeast Asia and those from Latin America (which includes Spanish and numerous indigenous languages). These vast geographical areas hold within them many different languages and dialects, a fact that presents special challenges for those trying to provide access to the courts and other essential services.

*Asian/Pacific Islander language assistance.* Neighborhood Legal Services of Los Angeles (NLS) recognized that there were a number of Asian/Pacific Islander (API) communities in the heart of the provider's service area, and that members of those communities encountered both difficulties gaining access to existing services and a dearth of advocates available to them that are sensitive to their cultural backgrounds and able to represent them. In response, NLS put together the Asian/Pacific Islander Advocacy Project to better train its staff in

<sup>20</sup> "Facilities residents" includes people in institutions for mental or physical disabilities, seniors in nursing facilities, or juveniles and adults in correctional facilities.

cultural competency, increase the availability of API language help, conduct extensive outreach and community education campaigns, develop an intake system focused on API clients, and form more extensive collaborations with appropriate community groups. As a result the number of API clients served increased from 200 to over 1,100 per year. The staff language capacity has increased to include Chinese, Vietnamese, Korean, Thai, and Khmer, and the provider has increased its presence and recognition in the API communities and successfully recruited over 50 API bilingual pro bono attorneys to volunteer their services. In addition, the project has provided immigration workshops to nearly 1,000 monolingual API residents in its service area.

*Outreach to the Southeast Asian Khmer community.* The Asian Law Caucus Southeast Asian Task Force provides telephone assistance to a wide variety of API clients, over a range of case types. A portion of this community, however, was found to be even more isolated than the Chinese, Korean, and Vietnamese clients who made up the majority of the people served. Through evaluation, it was found that the Southeast Asian Khmer community did not respond at first to the hotline concept and needed to physically see the person helping them before trust could be created. By setting up in-person outreach at a respected Cambodian community-based organization two days per week, the project advocate is able to establish trust and clients have less reluctance to use the hotline.

*Spanish and indigenous language assistance.* The California Rural Legal Assistance Special Populations project has made it possible to address the needs of low-income, non-English-speaking workers in its 24-county rural service area more effectively. Its attorney and outreach workers have represented clients directly and conducted hundreds of community presentations and radio spots using many different languages, including Hmong, Spanish, Mixteco Alto, Mixteco Bajo, Triqui, Zapoteco, and Kanjoba. The results have benefited the individuals represented and helped enhance the credibility of the legal system as the appropriate resource for redress of grievances among these marginalized communities.

Even within non-English-speaking communities some groups are more underserved than others. In addition to people isolated because of culture and language, some clients face isolation because of a disability.

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*Tou, a young Cambodian-American student, was threatened with a removal action by the immigration authorities after a short trip abroad. A legal aid attorney determined that Tou was a United States citizen, and could not be deported. The attorney filed a motion to terminate the removal, and assisted the client in obtaining a certificate of citizenship.*

*Outreach to people with disabilities in non-English-speaking communities.* Protection and Advocacy, a statewide provider, has an Advocacy Services for Californians With Disabilities from Language and Ethnic Distinct Communities Project that strives to increase access to the courts for this population by bringing information, training, and direct representation to its clients regarding access to special education and assistive technology, and language access for individuals deaf or blind in schools, hospitals, and other public facilities. While the focus is on providing information and training, direct representation of those deprived of their rights is also provided, and a substantial amount of effort is being directed toward working with potential defendants to ensure access to services for this often forgotten, and easily ignored, population.

## 4. Education, Training, and Collaborative Services

### *Support Centers*

In November, 2003, a statewide support center held a major training on dealing with predatory lending. Support center attorneys taught housing advocates how to spot predatory mortgage lending and take proactive actions to prevent this financial abuse. The support center has also published articles about anti-predatory lending laws and credit/lending issues in other states that may help Californians enact better consumer protections.

Early in the development of legal aid in the United States, it was recognized that there were no sources of expertise in the area of “poverty law,” and that such sources would have to be developed from within the legal aid community itself. Thus was born the idea of a “support center” to provide expert training, research capacity and litigation support to the front line legal aid providers. Support programs serve local legal aid providers and leverage local resources by centralizing the expertise in either core substantive areas (e.g., housing, health care, community economic development, public benefits, education) or with regard to serving specific populations (e.g., immigrants, seniors, youth, people with disabilities). Most support centers specialize in a particular area of the law, and all offer a range of services that can include technical assistance and brief advice, training, co-counseling or advocacy.

*Support for direct service legal aid providers.* The National Economic Development and Law Center On-Site Assistance project provides legal aid providers in California that are active in community economic development (CED) with on-site technical assistance and in-service trainings on how to meet the organizational and operational legal needs of eligible client groups. The providers are either new to the CED field, have staff that are new to this field, or have had turnover in the staff that manages their CED work. The center’s efforts are intended to enhance staff skills in providing CED assistance and thus enable the provider to better meet the needs of clients.

## Technology

Technology developments over the last ten years have changed the face of the delivery of legal services. Several Equal Access Fund projects harness the power of technology to expand services to clients.

*Software to assist advocates.* The Legal Aid Society of Orange County developed a software tool to enable low-income taxpayers to apply for federal and state earned income tax credits. This tool has been shared with programs throughout California, and Central California Legal Services and California Indian Legal Services allocated Equal Access grant funds to develop programs utilizing this tool to serve hard to reach clients in their service populations. These tax credits, intended by Congress to help low-income wage earners, are frequently unclaimed because low wage earners either do not know about the credit or are unable to apply for it without help. Many tax preparers charge exorbitant fees and as a routine practice offer loans against refunds, without advising of the high fees and interest charges associated with such loans. Through Consumer Law Team Clinics, Central California Legal Services helped rural populations obtain tax credits, many for the first time. With extensive outreach and community education through health centers, tribal offices, and Native American community organizations, California Indian Legal Services provided relief to California's Native American communities.

*Web based resources.* The Public Interest Clearinghouse developed LawHelpCalifornia.org, an online resource designed to provide important links to free or low-cost legal help for clients. The site provides links to California legal aid providers, court services, and certified lawyer referral services as well as information about basic legal rights. Not only does the site serve as an important resource for clients, the site has rapidly become a critical tool for effective referral by legal aid and other client service agencies. Approximately 15,000 advocates and legal consumers access the site for legal referral and legal information every month. Lauded by the press as "quite remarkable for the scope and depth of legal information it provides its users," the site is the result of a collaborative effort by legal aid organizations, the State Bar and the courts to enhance scarce resources in the legal aid community.

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*"Before we had LawHelpCalifornia, we basically worked off of some old paper referral lists that had been willed down from all the various different counties. We were always pausing, always putting someone on hold to dig through the papers looking for that one agency you think that might have done something like what the client is asking for, but you can't quite remember where it is. That's what we did before LawHelpCalifornia."*

—Intake advocate for legal aid provider

## Community Legal Education

In addition to representing clients directly, most projects (74 percent) provided services not directly related to specific cases, including legal education and materials for self-represented litigants. Some projects (12 percent) provided these services but did not represent clients.

Community legal education services (which are designed to create a greater awareness of legal rights and responsibilities in the client community, providing people with knowledge to avoid having a legal problem) were offered by 77 percent of projects reporting. Presentations to community groups and distribution of legal education brochures were the most common activities. During the six months of the reporting period 82 projects provided community legal education. Over 56,000 people attended presentations made by 74 of the projects, while over 300,000 legal education brochures were distributed by 56 of the projects. Fifteen projects wrote newsletter articles and 11 posted legal education materials on Web sites (Chart 6).

Chart 6

*Community Legal Education Services*  
October 1, 2003, to March 31, 2004

| Type of Community Legal Education   | Number Served | Number of Projects |
|---|---------------|--------------------|
| Participants in presentations to community groups                           | 55,100        | 74                 |
| Legal education brochures distributed                                       | 314,400       | 56                 |
| Number of pages of legal education materials accessed on Web sites          | 71,900        | 11                 |
| Number of newsletter articles addressing legal education topics distributed | 181,800       | 15                 |
| Persons viewing video legal education                                       | 2,500         | 3                  |

Total number of projects reporting = 107. Source: Report on Project Results, October 2003 through March 2004.

*Tenants' rights education.* The Central California Legal Services Housing Rights Project of Tulare County works to educate low-income, mostly Spanish-speaking clients living in this rural county about their rights and responsibilities as tenants. Covering subjects such as housing discrimination, tenants' rights, return of security deposits, and eviction notices, this project (which also provides direct representation and legal advice) gave nine community presentations at

different locations around the county, distributing some 1,500 legal education brochures and copies of its tenants' rights handbook.

Assistance specifically addressed to self-represented litigants (who already have an identified legal problem) was provided by 39 percent of projects reporting. Workshops or clinics and printed materials were the most common categories of assistance to these individuals. During the six months of the reporting period, 17,000 self-represented litigants attended workshops or clinics provided by 27 of the projects, and 35,000 copies of printed materials were distributed by 16 of the projects. A smaller number of projects provided materials on Web sites (11 projects) or conducted a self-help center at the court (7 projects) (Chart 7).

Chart 7

*Services to Self-Represented Litigants*  
October 1, 2003, to March 31, 2004

| Type of Service to Self-Represented Litigants            | Number Served | Number of Projects |
|--|---------------|--------------------|
| Workshops or clinics (participants)                      | 17,100        | 27                 |
| Self-help printed materials (number distributed)         | 35,200        | 16                 |
| Self-help materials posted on Web sites (pages accessed) | 17,100        | 11                 |
| Help center at court (persons assisted)                  | 24,100        | 7                  |

Total number of projects reporting = 107. Source: Report on Project Results, October 2003 to March 2004.

*Community economic development education.* Legal Services of Northern California's Community Economic Development project identifies communities that need to enhance their economies and infrastructure, and then brings focused training and education to bear on specific local concerns. During the six-month study period, program staff attended 100 local community meetings where they gave presentations on legal strategies for improving housing, strengthening the local economy, and creating new resources for dozens of communities throughout northern California. The presentations included trainings that reflected local interests and needs.

## Collaborations

Many nonprofit legal aid providers develop joint projects with other organizations that assist low-income people. One example is the

*Legal aid staff have built strong partnerships with the county health and human services offices in many places. In one county, advocates regularly make presentations about their services to participants in the county's CalWORKs program. These lectures allow advocates to connect directly with potential clients, and allow them to demystify the legal issues involved with CalWORKs. This system also assists in identification of problems that may be easily solvable early in the administrative processes.*

separate Partnership Grant Program that uses the Equal Access Fund to develop self-help centers in partnership with local courts. Those projects are described separately in Chapter 3, Equal Access Fund Partnership Projects, Services, and Evaluation. In addition to the Partnership Grants, many providers use Equal Access Fund grants to engage in joint projects with other legal aid providers, local governments and community agencies serving low-income people. These collaborative efforts allow legal aid providers to expand the effectiveness of their services by participating in multidimensional approaches to problems associated with poverty.

### *Partnerships with community service organizations*

*Guardianship assistance for families.* The Alliance for Children's Rights Guardianship Program not only helps families in Los Angeles with guardianships but also works closely with support groups to provide ancillary legal services as needed, working to ensure that clients receive holistic services. The overall goal is to provide the foundation crucial to the development of whole and healthy family environments, and educate relative caregivers on their rights and responsibilities. Accordingly, the project works with a variety of social service agencies, along with the county's Commission on Children and Families and the state's Department of Children and Family Services.

*Housing assistance.* The Legal Aid Foundation of Los Angeles Smart Growth Through Affordable Housing Project works to provide more affordable housing for low-income clients. It depends on a highly collaborative network of five community-based developers who bring resources together and help ensure that residents of low-income neighborhoods are involved in the planning and development process. The project also works with development consultants who, together with the other partners, inform them about issues of importance to nonprofit developers and allow them to continue to provide a high level of service to these unique clients.

Other joint projects, such as with other legal aid providers, allow this housing group to provide improved or expanded legal representation. By co-counseling with other providers, the legal expertise brought to bear on a client's problem can be greatly expanded. Projects can also increase the breadth and volume of legal services provided by using volunteer attorneys to provide services. One side benefit of those partnerships is greater understanding of the needs of low-income people by other actors in the legal system. Finally, partnerships with



providers of other kinds of services often allow legal aid providers to strengthen their relationships with client communities.

### *Partnerships with other legal aid providers*

The Whittier Law School Children's Rights Clinics has a General Children's Advocacy Clinic that provides legal assistance to young people. It collaborates with four other nonprofit legal aid providers who together provide referrals, self-help electronic kiosks, self-help clinics in shelters, and representation and expert advice for its juvenile hall initiative.

The number and percent of projects that listed outside partners is set out in Chart 8.

Chart 8  
*Projects With Partners*

| Type of Partner                            | Number | Percent |
|--|--------|---------|
| Social service and community organizations | 107    | 65%     |
| Volunteers                                 | 92     | 56%     |
| Other legal aid providers                  | 83     | 51%     |
| Courts                                     | 28     | 17%     |

Total number of projects = 164. Percentages do not total 100 since some projects have partnerships with more than one entity, while others do not have partnerships. Source: Project budgets 2003–2004.

### *Volunteers*

Many legal aid providers get some help from attorneys who donate their services to the clients.

*Volunteer attorneys.* The Legal Aid Foundation of Los Angeles Consumer Law Project offers debt relief counseling and, if needed, bankruptcy assistance to low-income debtors. With the help of their Equal Access Fund grant, they have increased the number of volunteer attorneys participating in their monthly Debt Crisis Clinic. This allows them to serve more clients and provide more assistance in preventing or stopping creditor harassment, reviewing credit reports, assisting in cases of identity theft, and providing more pre-bankruptcy assistance—which often avoids the need to file for bankruptcy.

*Angela suffers from an acute bipolar condition, necessitating frequent hospitalizations. In October, 2002, Angela fell behind on her mortgage and then was hospitalized. Two individuals came to “help her out,” telling her they had purchased her home and would give her \$5,000 to find another home. Angela was tricked into signing her property over and they subsequently proceeded to evict her. Legal aid and pro bono attorneys represented Angela, who then received the entire equity value of the property.*

In addition to donated legal help, an array of civic-minded community members volunteer their time and expertise to help legal aid providers better serve their clients. Equal Access Fund projects benefit from that assistance, and some depend and plan on it as an integral part of their service delivery system.

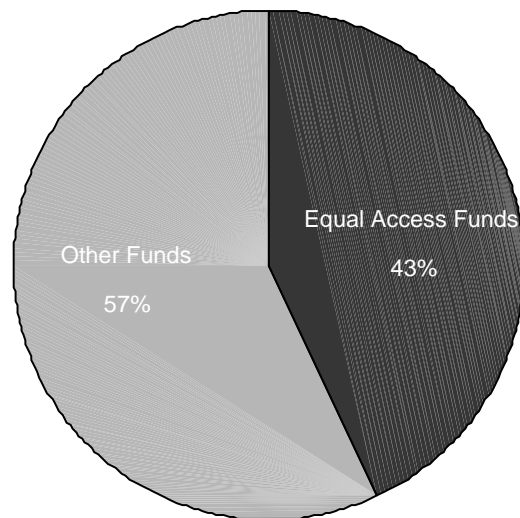
*Other volunteer help.* The Neighborhood Legal Services Workers' Rights Project in Los Angeles has a varied mix of volunteers to assist clients in its multiple clinics. They help over 20 people per clinic per week using one supervising attorney and a mixture of law students, college students, paralegals, and even high school students. All of these volunteers are recruited, trained, and supervised by project staff.

## 5. Incorporation of Equal Access Fund Money Into Projects

### *Grants Combined With Other Sources of Revenue*

In grant year 2003–2004 there were 164 funded projects operated by 99 nonprofit legal aid providers. As illustrated in Chart 9, the total funding for these projects came to \$19,804,067, with the Equal Access Fund accounting for 43 percent of that amount at \$8,529,161. The fund plays a crucial role in the work conducted by the projects, augmented by other sources of funding that providers have successfully used to increase the effectiveness and reach of the fund's resources.

Chart 9  
*Equal Access Fund and Non-Equal Access Fund  
 Contributions to Project Funding*



Total number of projects = 164; Total funding = \$19,804,067

### *Size and Share of EAF Contribution to Projects*

The total project budgets themselves ranged from quite small (\$5,473) to fairly large (\$978,636). Likewise, the Equal Access Fund contribution to the projects ran from very small (\$2,265) to large (\$291,501).<sup>21</sup> This grant money has been used to support small parts of relatively large projects, whole projects ranging from small to large, and significant portions of many medium-size projects. The funds have been employed in ways that address a wide variety of local needs, and in many cases have been used to supplement, or even obtain, additional funding. Clearly there are a great variety of funding needs, demonstrating the many ways these and other funds can be used to meet the legal needs of low-income people.

<sup>21</sup> This mirrors to some extent the distribution of the grants to programs, which ranged from \$2,265 to \$758,040. The amount of the grant to each legal services provider, however, was determined by the legislatively mandated formula, whereas the providers themselves decided how much money to put into each project.

Most of the grant amounts applied to specific projects were fairly small—\$75,000 per year or less. This accounted for 133 (81 percent) of the 164 projects funded. The remaining 31 projects each received grant funds of more than \$75,000. Approximately half the total dollar amount went to the group of projects getting the smaller amounts, while the other half went to the group getting the larger amounts. The dispersion of the money into specific projects is illustrated in more detail in Chart 10. Legal aid providers receiving larger total grants typically spread the money among several projects. While the number of projects conducted by a particular provider ranged from one to eight, 70 percent of the providers used their grants for just one project and 20 percent for only two projects.

Chart 10

*Number and Percent of Projects by Amount of Equal Access Fund Funding*

| Amount of Funding        | Number | Percent |
|--------------------------|--------|---------|
| \$0–\$25,000             | 54     | 33%     |
| \$25,001–\$50,000        | 45     | 27%     |
| \$50,001–\$75,000        | 34     | 21%     |
| \$75,001–\$100,000       | 11     | 7%      |
| \$100,001–\$150,000      | 11     | 7%      |
| \$150,001–\$200,000      | 4      | 2%      |
| \$200,001–\$250,000      | 3      | 2%      |
| \$250,001–\$300,000      | 2      | 1%      |
| Total number of projects | 164    | 100%    |

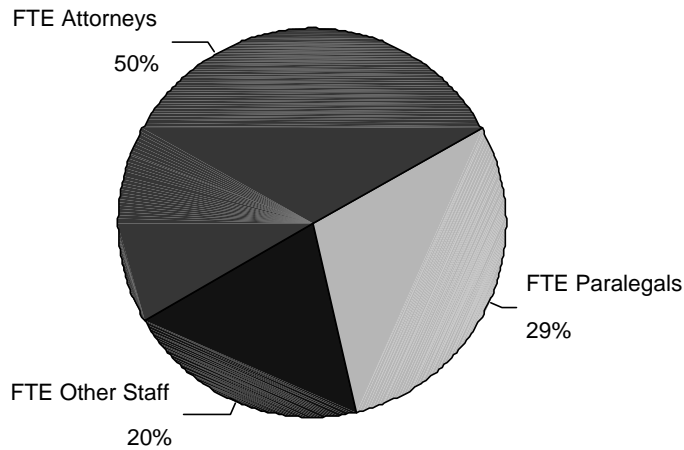
Source: Project budgets, 2003–2004.

### *Contribution to Staff Salaries*

Grant guidelines required providers to use most of the money to pay for personnel and associated costs, or otherwise to increase services in a demonstrable way.<sup>22</sup> Looking at the overall staffing mix on projects provides an indication of how the money was used. As shown in Chart 11, and measured by the total full-time equivalent (FTE) positions in the projects, attorneys make up the largest share of project personnel.

<sup>22</sup> See Chapter 4, Administration of the Equal Access Fund.

Chart 11  
*FTE Staff on Projects*



Total number of projects = 164

Looking at the of the staff that was paid for by the fund also provides some insight into the impact of the grants. Overall, grant funds paid for about half the staff of the various projects (Chart 12).

Chart 12  
*Equal Access Fund and Other Contributions to Staff Funding*

| Type of Staff | Grant-Funded FTE | Other FTE | Total FTE |
|---------------|------------------|-----------|-----------|
| Attorneys     | 69               | 81        | 150       |
| Paralegals    | 43               | 44        | 87        |
| Other staff   | 23               | 37        | 60        |
| Total         | 135              | 162       | 297       |

Total number of projects = 164. Source: Project budgets, 2003–2004.

## Other Sources of Funding for Projects

Almost all of the funded projects also receive funding from other sources. As shown in Chart 13, there is a broad spectrum of funding sources.

Chart 13

*Sources of Revenue for Projects in Addition to Equal Access Fund Grants*

| Source   | Number | Percent |
|--|--------|---------|
| Special purpose government funds (federal, state, and local) | 38     | 23%     |
| Private foundations  | 34     | 21%     |
| Interest on lawyer trust accounts                            | 33     | 20%     |
| Federal Legal Services Corporation                           | 28     | 17%     |
| Contributions/donations                                      | 23     | 14%     |
| General operating funds                                      | 20     | 12%     |
| Other  | 35     | 21%     |

Total number of projects = 164. Source: Project budgets, 2003–2004. Percentages do not total 100 because some projects receive funding from multiple sources.

## 6. Project Evaluations

The process of reporting to the state Legislature on the effectiveness and efficiency of the Equal Access Fund has an important opportunity to build the capacity of legal aid providers to carry out evaluation and has encouraged evidence-based decision making. The Legal Services Trust Fund Program and the Administrative Office of the Courts gave all providers training, technical assistance, and tools to conduct their own evaluations. About half of the providers conducted evaluations of their services during the period covered by this report (see Appendix E, Progress On Self-Evaluation and Case Studies, for more detail on the self-evaluation effort). This section summarizes the results of the most extensive of the evaluations. The summaries are grouped by the issues the evaluations addressed, including outcomes of services, client satisfaction, and reaching target populations. Information on the evaluation methodology and responses is contained in Chart 14, Evaluations by Selected Providers and in Appendix E, Progress On Self-Evaluation and Case Studies.

## *Outcomes of Services*

A number of projects conducted evaluations of the outcomes of a service's impact on clients' cases. Outcome evaluations are costly and difficult to design but provide the most powerful measures of effectiveness.

The Family Violence Law Center Domestic Violence Services Collaborative provides legal services that address the problem of homelessness resulting from family violence, either by ensuring that clients filing restraining orders can stay in their home, by linking clients to shelters, or by assisting law enforcement in enforcing orders to remove the violent party from the family home. A telephone survey of former clients found that nearly all clients interviewed were able to remain in their home or to secure alternate housing as a result of the legal services provided by the project, which is located in Alameda County.

The Legal Aid Foundation of Los Angeles Removing Barriers to Employment Project holds clinics to help low-income persons obtain valid driver's licenses when lack of a valid license prevents them from training for, entering, or staying in jobs. A survey of clinic attendees found that over one-half had made progress toward or obtained a valid driver's license, and that one-fifth of respondents had obtained or kept a job, or were training for a job, that required a valid driver's license. Given that it can take clients up to three months to obtain a valid driver's license, the project expects the data on job outcomes to improve over time.

The Legal Aid Society of San Diego Community Response Team provides legal advice on a range of case types by telephone. Using a range of methods to assess outcomes, the project found that clients who received services from the project were more likely to appear at hearings and were better able to communicate in court than litigants who received no assistance. A file review showed that the great majority of project clients studied had been able to file an answer to an unlawful detainer action, and that in 75 percent of cases in which the client had obtained a dismissal of the case, the client was using possible legal defenses identified by the project staff. Based on results of the evaluation, the project identified the need to provide more advice on the importance and basics of negotiating a settlement to a case, rather than focusing solely on what to say at trial.

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*Mary is a certified nurse's assistant who recently lost her certification when the California Department of Health discovered a 30-year-old criminal conviction. Advocates worked tirelessly to help her to get her record expunged and her certification fully reinstated, so that she could again pursue her career in the health care industry.*

The Mental Health Advocacy Services Juvenile Hall Advocacy Clinic in Los Angeles collects information on the outcome of the cases of clients served and codes the outcome data as fully favorable, partially favorable, or unfavorable. The project found that of those clients receiving extended representation, 38 percent received fully favorable outcomes and 44 percent received partially favorable outcomes, exceeding the project's goal of favorable outcomes in 80 percent of its cases.

The San Diego Volunteer Lawyers Program Domestic Violence Prevention Project conducted a case file review and found that, of the 186 clients filing for temporary restraining orders, 176 (95 percent) were granted. Of these, 58 cases (33 percent) were granted restraining orders after the hearing. The project infers from this data that the limited number of restraining orders granted after hearing is due to the lack of legal representation in court. The data on the low proportion of restraining orders granted at hearing leads the project to identify the need to provide advocates in the courtroom and attorneys for victims (both outside the scope of the current project).

### *Client Satisfaction*

Client satisfaction studies are another way of learning whether the service provided met the needs of the client. They are particularly useful when linked to outcome studies, as illustrated by the following two examples.

The Legal Aid Society of San Diego Community Response Team surveys a portion of its clients on an on-going basis, using a mail-out written survey.<sup>23</sup> They receive completed surveys from about 15 percent of the people to whom they are sent. The project asked whether clients were satisfied with the service provided by the legal hotline, whether the information was given in a manner that could be understood and followed by the client, and whether the information provided helped the client to achieve a better outcome in court. Over 80 percent of clients who returned surveys indicated that they were very satisfied on all of the above dimensions with the assistance provided.

<sup>23</sup> Certain types of clients, such as those who cannot reliably be reached by mail or those exposed to domestic violence, are not part of the surveyed population.



The San Diego Volunteer Lawyers Program Domestic Violence Prevention Project surveyed every client on whether the clinic was helpful, whether it prepared them to take the next steps needed on their case, and whether the staff was respectful and courteous. Eighty-six clients responded, representing about 29 percent of all clients served during the 12-month study period. All persons surveyed provided favorable feedback on the services received.

Many other projects conducted client satisfaction surveys. The Law Center for Families Domestic Abuse Prevention Project in Alameda County sampled 30 clients and conducted phone interviews with 12 of these, learning that non-English-speaking clients were grateful that project staff could communicate in their language. The Alliance for Children's Rights Guardianship Program surveys families who attend their Los Angeles workshops on the guardianship process and completion of court forms. Client feedback on the workshops averaged 4.9 on a scale where 5.0 was the highest possible answer. The Santa Clara University Community Law Center Workers' Rights Advice Clinic asked clients to rate services received at the clinic on a scale from "Excellent" to "Needs Improvement." The vast majority of clients rated the services provided by the clinic as "Excellent."

### *Reaching Target Populations*

Three providers evaluated intake data to gauge whether their services were reaching a representative cross-section of the population in need.

The Inland Counties Legal Services Telephone Legal Assistance Project records demographic and usage information on clients served by their hotline in Riverside and San Bernardino Counties. Demographics on the 1,375 clients served during the study period were analyzed and compared to the demographics of persons in poverty in the hotline service area. Client usage of the hotline was also analyzed by case type and service type. The project found that the clients served were representative of clients in poverty in the service area, and that hotline cases were within the project's priorities of housing, family, and consumer law.

The Mental Health Advocacy Services Juvenile Hall Advocacy Clinic in Los Angeles records the client demographics and client needs as part of an intake interview. In this case the key evaluation question was whether the needs and issues of clients served constituted an adequate range of service. Analysis of data on 180 clients found that a wide



range of needs was being addressed, including mental health (35 percent of clients), medical issues (24 percent), education issues (20 percent), visitation (27 percent), advocacy with court personnel (35 percent), living conditions (22 percent), and complaints against institution staff (16 percent).

The Asian Pacific American Legal Center Asian Language Legal Intake Project offers a range of services centered around a hotline that provides service in Mandarin, Cantonese, Korean, Cambodian, and Vietnamese. Interested in whether it was serving its target population, the project analyzed client intake data and found that the client population consisted of approximately 16 percent Cantonese-speakers, 43 percent Mandarin, and 40 percent Vietnamese (with other languages accounting for the remaining 1 percent). The project used the evaluation to identify needed changes in service: making the referral process more user-friendly and making efforts to assist clients who fail to follow through on the advice or information they are given.

### *Assessing the Services Provided*

Projects used intake and follow-up data to assess the quality of service provided, looking at dimensions such as timeliness, range of service, and suitability of the service provided to the client's need.

The Inland Counties Legal Services Telephone Legal Assistance Project (see also "Reaching Target Populations") reviewed a random sample of case files (5 percent or 66 files) and matched the results to the project's intake data. The project found that the service provided was timely, with 77 percent of callers receiving service on the same day they called. A review of the files concluded that proper advice was being given, the legal assistance was being provided at all stages of unlawful detainer litigation, and that appropriate referrals were made for legal assistance. The types of assistance provided included counsel and advice (89 percent), referral to brief service (7 percent), and extended legal service (4 percent).

The Center for Health Care Rights Expanded Legal Services and Outreach to Underserved Medicare Beneficiaries conducted a telephone survey of 50 of the 253 clients who received services during the six-month study period. The results of the survey indicated that clients had received appropriate information and advice about Medicare and Medi-Cal eligibility, and that educational material about these programs was mailed to most of these clients. The project intends

to examine further how many individuals using the service successfully applied for Medi-Cal coverage.

### *Effective Training of Advocates or Community-Based Organizations*

California Rural Legal Assistance Foundation Workers Rights Litigation Project trains attorneys, community outreach workers, and law clerks throughout the state to better serve the needs of farmworker clients. The results of questionnaires distributed after trainings indicated that the training helped respondents better represent clients and better serve their community. Analysis of results also indicated that the project's training is most beneficial to advocates with fewer than five years of legal experience, and that more experienced advocates would appreciate more technical training. Based on its evaluation, the project intends to add services that would be more useful to advocates with more than five years of legal experience.

The Child Care Law Center Increasing Equity and Access to Child Care Subsidies provides statewide training and support to advocates for low-income parents and guardians in the area of increased access to child care. Project staff interviewed advocates who had used the training and support services. Respondents indicated that they valued the services of the project, and they gave a number of concrete suggestions for topics on which more support and training were needed. As a result of the evaluation, the project has restructured its work to provide more in-depth rather than broad services.

The University of California at Davis School of Law Legal Clinics King Hall Immigration Project trains law students to assist immigrant detainees. The project gave a questionnaire to all student staff and supplemented the questionnaire results with interviews with staff and immigration court judges. All participants found the project valuable, with one judge saying that he valued the work of the law students because they "dotted their i's and crossed their t's." The findings also indicated that students, while generally aware of the obstacles faced by immigrant detainees, could be made more aware of the "richness" and "depth" of immigration law. Based on its evaluation, the project intends to provide more training to law students on counseling skills useful for effectively serving immigrant clients.

The Public Interest Law Project Redevelopment and Protecting Low-Income Neighborhoods and Their Residents provides statewide

technical assistance, training, and co-counseling to address the displacement of low-income residents from their homes. The project interviewed four attorney co-counsels in cases that achieved final relief or a significant milestone in litigation during the study period. Interviewees indicated that the project provided extremely high quality and effective co-counseling services. Additional services recommended included more litigation planning to address limited resources of local providers, and coordination of legal and community-based strategies.

Chart 14

*Evaluations by Selected EAF Providers*

| Provider/Project   | Description   | Response   |
|--|---|--|
| The Family Violence Law Center/Domestic Violence Services Collaborative                                  | Telephone interviews with former clients.   | 100 former clients were contacted, 27 were interviewed.  |
| The Legal Aid Foundation of Los Angeles/Removing Barriers to Employment Project                          | Mail survey with phone follow-up of all clinic attendees in the first three months of the project.  | 54 clinic attendees were contacted, 41 responded.  |
| The Legal Aid Society of San Diego/Community Response Team   | Courtroom observation of clients matched to litigants who were not clients. File review of clients. | Courtroom observation was matched sample of 7 clients and 7 non-clients. Court case file review of 26 clients. |
| The Mental Health Advocacy Services/Juvenile Hall Advocacy Clinic  | File review of all clients receiving extended representation.                                       | 55 clients.  |
| The San Diego Volunteer Lawyers Program/Domestic Violence Prevention Project                             | Case file review of project clients.  | 299 clients.   |
| Law Center for Families/Domestic Abuse Prevention Project  | Phone interviews.   | 30 clients sampled, 12 reached for interviews.   |
| The Alliance for Children's Rights/Guardianship Program  | Surveys of workshop attendees.  | 150 attendees.   |
| Santa Clara University Community Law Center/Workers' Rights Advice Clinic                                | Survey of clients.  | 190 clients surveyed, 52 responded.  |
| Inland Counties Legal Services/ Telephone Legal Assistance Project                                       | Analysis of intake data.  | Intake data on 1,375 clients.  |
| Mental Health Advocacy Services/Juvenile Hall Advocacy Clinic  | Analysis of intake data.  | Intake data on 180 clients.  |
| Asian Pacific American Legal Center/Asian Language Legal Intake Project                                  | Analysis of intake data.  | Intake data on 1,148 clients.  |
| Inland Counties Legal Services/ Telephone Legal Assistance Project                                       | Case file review.   | Matched a random 5% sample of clients (66) with project intake data.   |
| Center for Health Care Rights/Expanded Legal Services and Outreach to Underserved Medicare Beneficiaries | Telephone survey.   | 50 clients contacted. No response information.   |
| California Rural Legal Assistance Foundation/Workers Rights Litigation Project                           | Surveys distributed following trainings and seminars.   | 75 surveys distributed, 34 returned.   |
| Child Care Law Center/Increasing Equity and Access to Child Care Subsidies                               | Interviews with advocates who use the project's training and support services.                      | 30 advocates interviewed.  |
| Davis School of Law Legal Clinics/King Hall Immigration Project  | Survey of student staff.  | No information.  |
| Public Interest Law Project/Redevelopment and Protecting Low-Income Neighborhoods                        | Interviews of co-counsels.  | 4 co-counsels interviewed.   |

Source: Evaluation reports submitted by EAF grantees.

